

Enterprise Incident Report February 2011

As of 3/1/2011

Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Community and Culture	101 29	3 1	104 30
Customer Company Total	101 29	3 1	104 30

Enterprise Incident Report February 2011

As of 3/1/2011

Community and Culture

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Community and Culture	101 6	3 0	104 6
Customer Company Total	101 6	3 0	104 6

Enterprise Incident Report February 2011

As of 3/1/2011

Community and Culture

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
Community and Culture	101 0.26	3 0.14	104 0.25
Customer Company Total	101 0.26	3 0.14	104 0.25

Enterprise Incident Report February 2011

As of 3/1/2011

Community and Culture

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Community and Culture	101 7	3 0	104 7
Customer Company Total	101 7	3 0	104 7

Enterprise Incident Report February 2011

As of 3/1/2011

Community and Culture

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Community and Culture	101 2.38	3 0.74	104 2.33
Customer Company Total	101 2.38	3 0.74	104 2.33

Enterprise Incident Report February 2011

As of 3/1/2011

Community and Culture

Detail

INC000000250653	Ronald Van Harten Application Services	Mobile Devices Danielle Hood	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 67.60
INC000000255044	Jen Parsons-Soran Metro B Desktop Support	None Cindy Reed	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.72
INC000000256251	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000256292	Katherine Smith Metro A Desktop Support	PC/Laptop Burton Brown	Hardware Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000256383	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000256385	Rosalinda Tsosie Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000256450	Kristen Jensen Metro B Help Desk	Network Janet Hongsyvilay	None Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000257088	Karma Clevenger Metro B Desktop Support	Network Michael Barth	Password Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 1.77
INC000000257155	Jeffery Fullmer Metro D North Desktop Support	Network Ryan Casey	Incident Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 1.07
INC000000257230	Kathy Kirtz Metro B Desktop Support	None Matthew Blunk	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.39
INC000000257250	Kristen Jensen Metro B Help Desk	Network Val Shepherd	Incident Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.22
INC000000257571	Amy Bridan Metro A Desktop Support	Application Burton Brown	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.57 0.57
INC000000257651	Ronald Van Harten Metro B Desktop Support	PC/Laptop Matthew Blunk	Hardware Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 3.43
INC000000257825	Timothy Lewis Voice Operations	Telecom Annette Nielsen	Dial Tone Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 2.05
INC000000257870	Michael X Hansen Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.07
INC000000257983	Justin Hudspeth Help Desk	Application Vicky Marrelli	Error Community and Culture	Public Meeting / Notice Web Sit Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05

Enterprise Incident Report February 2011

As of 3/1/2011

Community and Culture

INC000000258046	Cory Jensen Metro B Desktop Support	Application Cindy Reed	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.82
INC000000258049	Alycia Aldrich Voice Operations	Telecom Annette Nielsen	Dial Tone Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.28
INC000000258054	Cory Jensen Metro B Help Desk	Application Val Shepherd	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000258108	Ronald Rood Voice Operations	Telecom Annette Nielsen	Dial Tone Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.17
INC000000258328	Jason Bowcutt Application Services	Application Martin Gonzalez	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.62 1.58
INC000000258358	Katherine Smith Metro A Help Desk	Network Liz Evans	Password Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.27
INC000000258365	Lynette Lloyd Voice Operations	Telecom Annette Nielsen	None Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.18 0.41
INC000000258694	Michael X Hansen Help Desk	Application Vicky Marrelli	Password Community and Culture	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000258716	Jen Parsons-Soran Help Desk	Application Vicky Marrelli	Error Community and Culture	Contribute Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000258788	Sara Wever Help Desk	Application James Stearns	Password Community and Culture	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000258835	Wilson Martin Metro B Help Desk	Network Val Shepherd	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.40
INC000000258847	Kevin Jones Metro B Hosting	None Paul Engberson	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.98
INC000000258870	Craig Fuller Metro B Help Desk	Network Janet Hongsyvilay	Error Community and Culture	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.42
INC000000258896	Claudia Borjas Metro B Help Desk	None Val Shepherd	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.24
INC000000258950	Cory Jensen Metro B Hosting	Server Paul Engberson	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.27
INC000000259241	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	Unified Social Services Delivery Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.00
INC000000259260	Jimmy Glenn Help Desk	None Brenda Treadway	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

Enterprise Incident Report February 2011

As of 3/1/2011

Community and Culture

INC000000259554	Jess Peterson	None	None	None		TIR Missed: No	TIR: 0.00
	Voice/Data/WAN Services	Spencer Blodgett	Community and Culture	Low	Closed	TTR Missed: No	TTR: 2.09
INC000000260345	Sarah Pitkin	Application	None	None		TIR Missed: No	TIR: 0.98
	Metro B Hosting	Cordell Measells	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.98
INC000000260548	Chris Frederickson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR: 1.10
	Metro A Desktop Support	Burton Brown	Community and Culture	Low	Closed	TTR Missed: No	TTR: 1.21
INC000000260907	Craig Neilson	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.25
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR: 2.11
INC000000261009	Cory Jensen	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000261093	Lisa F Nelson	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.12
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.39
INC000000261130	Leah Garrett	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.08
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Closed	TTR Missed: Yes	TTR: 7.63
INC000000261433	Kristen Jensen	Application	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Cindy Reed	Community and Culture	Low	Resolved	TTR Missed: Yes	TTR: 32.43
INC000000261600	Eva Salazar	None	None	None		TIR Missed: No	TIR: 0.00
	Operations Production Control	Christie Burnham	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000261605	Lynette Lloyd	Telecom	None	None		TIR Missed: No	TIR: 0.24
	Voice Operations	Annette Nielsen	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.34
INC000000262051	Lisa F Nelson	Application	None	None		TIR Missed: No	TIR: 0.95
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR: 2.17
INC000000262119	Michael Brown	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.16
	Metro B Help Desk	Val Shepherd	Community and Culture	Medium	Closed	TTR Missed: No	TTR: 0.38
INC000000262802	Forrest Cuch	Application	None	Adobe Flash		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.58
INC000000262930	Jen Parsons-Soran	Server	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Matthew Blunk	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000262937	Jen Parsons-Soran	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low	Resolved	TTR Missed: No	TTR: 0.21
INC000000263079	Lisa F Nelson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.76
	Metro B Desktop Support	Michael Barth	Community and Culture	Low	Closed	TTR Missed: No	TTR: 5.05
INC000000263206	Brian Richards	Network	Performance	None		TIR Missed: No	TIR: 0.54
	Metro A Desktop Support	Mike Wilde	Community and Culture	Low	Closed	TTR Missed: No	TTR: 0.70

Enterprise Incident Report February 2011

As of 3/1/2011

Community and Culture

INC000000263339	Anna Boulton Metro B Desktop Support	Network Michael Barth	Error Community and Culture	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 5.20
INC000000263660	Jayme Day Metro B Help Desk	Network Val Shepherd	Incident Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000263676	Jayme Day Purchasing Support	Network Kathy Kirtz	Error Community and Culture	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 2.98
INC000000264109	Lisa F Nelson Metro B Desktop Support	Print/Copy/Scan/Fax Michael Barth	Incident Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.59 TTR: 3.35
INC000000264441	Kathy Kirtz Metro B Help Desk	None Ron LeBaron	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000264500	Linda Oda Metro B Help Desk	Network Val Shepherd	Incident Community and Culture	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.20
INC000000264752	Alycia Aldrich Metro D Help Desk	None Doug Brown	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000264772	Jeri Openshaw Metro B Help Desk	None Ron LeBaron	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.09
INC000000264835	Jason Bowcutt Metro B Help Desk	Application Ron LeBaron	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.08
INC000000264892	Renae Weder Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	Incident Community and Culture	None Low	TIR Missed: No TTR Missed: Yes	TIR: 0.04 TTR: 7.80
INC000000265060	Jeffery Fullmer Metro D North Desktop Support	Network Neil Smedley	Incident Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.46 TTR: 0.46
INC000000265090	Scott Brooks Metro B Desktop Support	Application Michael Barth	None Community and Culture	None Low	TIR Missed: Yes TTR Missed: No	TIR: 1.83 TTR: 1.87
INC000000265097	Scott Brooks Metro B Help Desk	PC/Laptop Janet Hongsyvilay	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.44
INC000000265449	Lisa F Nelson Metro B Desktop Support	PC/Laptop Michael Barth	Performance Community and Culture	None Low	TIR Missed: Yes TTR Missed: No	TIR: 5.56 TTR: 5.56
INC000000265615	Michael Brown Metro B Hosting	None Cordell Measells	None Community and Culture	None Medium	TIR Missed: No TTR Missed: No	TIR: 0.26 TTR: 0.26
INC000000265716	Alyssa Grove Metro B Help Desk	Network Val Shepherd	Incident Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000265723	Jason Bowcutt Metro B Desktop Support	PC/Laptop Cindy Reed	Virus Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.06 TTR: 5.76

Enterprise Incident Report February 2011

As of 3/1/2011

Community and Culture

INC000000265876	Wilson Martin Metro B Hosting	Network Paul Engberson	Error Community and Culture	Novell Client for 32-bit Windows Medium	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.59
INC000000265945	Kathleen Petersen Rural South Desktop Support	PC/Laptop Doug Chaston	Error Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000266090	Kent Powell Metro B Help Desk	Network Janet Hongsyvilay	Incident Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 1.20
INC000000266142	Craig Neilson Help Desk	Application Sarah Johnson	Error Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.48 0.48
INC000000266165	Paula Stuart Metro B Desktop Support	PC/Laptop Michael Barth	Hardware Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.91 1.94
INC000000266175	Paula Stuart Metro B Desktop Support	PC/Laptop Michael Barth	Hardware Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 3.36
INC000000266208	Steven Fox Metro B Help Desk	Application Janet Hongsyvilay	Password Community and Culture	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.75
INC000000266510	Lani Nisbet Metro A Desktop Support	PC/Laptop Burton Brown	Error Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.12
INC000000266809	Jeffery Fullmer Network Operations	Network Jack Bridwell	None Community and Culture	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.32 3.24
INC000000266822	Annette Despain Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.70 1.70
INC000000266970	Juan Lee Metro B Desktop Support	Application Michael Barth	None Community and Culture	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 3.11
INC000000267081	Craig Neilson Metro B Help Desk	Network Val Shepherd	Password Community and Culture	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000267087	Craig Neilson Metro B Desktop Support	Network Michael Barth	Incident Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 2.46
INC000000267186	Amanda Rock Metro A Desktop Support	Application Burton Brown	Password Community and Culture	Novell GroupWise Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.30 1.30
INC000000267323	Lynette Lloyd Voice Operations	Telecom Annette Nielsen	Call/Receive Community and Culture	Telephone Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.72 0.85
INC000000267530	Diana Miller Metro B Help Desk	Application Val Shepherd	None Community and Culture	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.27
INC000000267544	Diana Miller Metro B Hosting	Application Paul Engberson	None Community and Culture	Microsoft Access Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 4.40

Enterprise Incident Report February 2011

As of 3/1/2011

Community and Culture

INC000000267547	Linda Oda Metro B Help Desk	Application Ron LeBaron	Error Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000267688	Jean Irwin Metro B Help Desk	Application Val Shepherd	None Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000267701	Sharon Chalmers Metro B Desktop Support	Application Michael Barth	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 1.03
INC000000267849	Michael Johnson Metro A Desktop Support	Network Burton Brown	None Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.01 2.10
INC000000267890	Cory Jensen Metro B Desktop Support	Application Cindy Reed	Error Community and Culture	Adobe Acrobat Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.01 7.30
INC000000267938	Diana Miller Metro B Help Desk	Application Val Shepherd	None Community and Culture	Microsoft Access Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000268337	Shar Lewis Help Desk	PC/Laptop James Stearns	Hardware Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20
INC000000268359	Sara Wever Metro B Desktop Support	Application Michael Barth	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 2.60
INC000000268359	Sara Wever Metro B Desktop Support	Application Michael Barth	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.60
INC000000268582	Alycia Aldrich Metro B Help Desk	Network Ron LeBaron	Password Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.17
INC000000268617	Lisa F Nelson Metro B Desktop Support	PC/Laptop Michael Barth	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.18 6.19
INC000000268627	Lynette Lloyd Application Support	Application Michael Brown	Reporting Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.15 6.20
INC000000268759	Susan Hayward Metro A Help Desk	Application Liz Evans	Reporting Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.21
INC000000268982	Lani Nisbet Metro A Desktop Support	Application Burton Brown	Error Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 1.01
INC000000268987	Leah Garrett Metro B Help Desk	Application Ron LeBaron	None Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.22
INC000000269475	Kathy Kirtz Metro B Help Desk	None Ron LeBaron	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000269513	Kathy Kirtz Metro B Help Desk	None Ron LeBaron	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03

Enterprise Incident Report February 2011

As of 3/1/2011

Community and Culture

INC000000270222	Barbara Murphy	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Janet Hongsyvilay	Community and Culture	Low Resolved	TTR Missed: No	TTR: 0.19
INC000000270494	Shar Lewis	Telecom	Voice Mail	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Community and Culture	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000270497	Ronald Rood	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Ron LeBaron	Community and Culture	Low Resolved	TTR Missed: No	TTR: 0.14